"DigiWork – digital skills for adult learners" – Progetto n. 2022-2-IT02-KA210-ADU-000094581

VIDEO COURSES

DigiWork
digital skills for adult learners

REPORT
on Knowledge Assessment from Educational Video Courses

EPALE
Piattaforma elettronica per l'apprendimento degli adulti in Europa

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Report on Knowledge Assessments from Educational Video Courses

Executive Summary

This report analyses the responses from quizzes associated with 10 educational video courses on various digital literacy topics. These courses, which have garnered over 6000 views on the project's YouTube channel, were completed by more than 70 adult learners. The quizzes assessed learners' understanding of crucial digital literacy skills necessary for navigating today's technological landscape. The report highlights key findings and areas for improvement, offering a comprehensive view of the current state of digital literacy among adult learners.

The project "DigiWork - digital Europe for all" project number: 2022-2-IT02-KA210-ADU-000094581 supports the EU's digital strategy aimed at enhancing digital skills among EU citizens to achieve a climate-neutral Europe by 2050. Addressing the disparity in digital skills highlighted by The Digital Economy and Society Index (DESI), DigiWork focuses on upskilling adults, particularly non-digital natives, to bridge this gap. The strategic objectives include improving digital skills for career and social life, decreasing employment inequality through key career competencies, and creating engaging upskilling pathways for adults. This project aligns with the priorities of the Erasmus+ Programme and the Digital Education Action Plan (2021-2027), aiming to foster a high-performing digital education ecosystem.

Introduction

The purpose of this report is to evaluate the effectiveness of educational video courses designed to enhance digital literacy among adult learners. Each section of the report summarises the quiz results, providing insights into learners' understanding of the topics covered. The topics include fundamental PC usage, digital security, messaging apps, data analysis, image editing, social media mastery, video editing, working with large language models, video conferencing, and advanced digital literacy for MS Word and Excel.

Summary of the Video Courses Quizzes

1. How to use your PC

Importance

Fundamental understanding of PC components, operating systems, and troubleshooting.

Key Findings

Strong grasp of PC concepts and troubleshooting techniques. Some confusion about types of computer memory (cache vs. CPU).

Quiz summary

The "How to Use Your PC Quiz" responses indicate that participants have a solid understanding of fundamental PC concepts and troubleshooting techniques. Most participants correctly identified cache memory as a type of computer memory, with a couple mistakenly choosing CPU. They accurately recognized the primary function of an operating system as managing hardware and software resources and the purpose of an antivirus program as protecting the computer from malware and viruses. All participants correctly identified macOS as the operating system exclusive to Apple devices, and iMovie as an application for editing and enhancing videos. When it comes to digital literacy, participants correctly emphasised the importance of considering the author's credentials when evaluating online information. Productivity software, such as Microsoft Office and Google Workspace, was accurately identified as tools designed to streamline work and boost efficiency. All participants correctly defined a tab as a digital page on a computer web browser and recommended restarting the router when experiencing Wi-Fi connectivity issues. Overall, the responses reflect a strong grasp of essential PC usage skills and concepts.

2. Staying Safe in the Digital World - Your Guide to Digital Security

Importance

Essential principles of digital security, including password management and phishing awareness.

Key Findings

Solid understanding of digital security principles, though misconceptions remain about safe public Wi-Fi practices and the importance of regular software updates.

Quiz summary

The "Digital Security Mastery Quiz" responses reveal that participants generally possess a solid understanding of key digital security principles, although some areas require further clarification. Most participants correctly identified the importance of using strong passwords and the dangers of including personal information in passwords. They also showed awareness of phishing attempts, emphasising the significance of spotting misspellings and grammatical errors in suspicious emails. However, there were notable misconceptions about safe practices when using public Wi-Fi, with some incorrectly believing that checking bank accounts is safe. Additionally, while many understood the necessity of regular password updates and the importance of software updates for security, a few participants mistakenly prioritised compatibility over security. These results suggest that while the foundational knowledge is strong, ongoing education is needed to reinforce best practices, particularly in areas involving public Wi-Fi use and handling unsolicited tech support calls.

3. Digital Messaging

Importance

Effective use of messaging apps for communication and collaboration.

Key Findings

Good grasp of app functionalities, with some confusion regarding professional networking and group chat features.

Quiz summary

The "Digital Messaging Quiz" responses highlight that participants have a good grasp of the functionalities and best uses of various messaging apps, though some confusion remains. Most participants correctly identified Viber, WhatsApp, and Telegram as making it easier to follow and participate in conversations with brands, celebrities, or communities. WhatsApp was recognized as the most popular app by the majority, and there was consensus on the necessity of staying informed about app developments. However, misconceptions were evident regarding the best app for professional networking, with varying answers between Viber, WhatsApp, and Telegram. Similarly,

participants showed mixed understanding about the ideal group chat functionality for collaborative efforts and the app allowing unlimited subscribers and functionality for large groups. These results indicate that while participants are aware of general app functionalities, further clarification on specific features and best-use cases is needed.

4. Introduction to Data Analysis for Beginners

Importance

Basic data analysis concepts and Excel functionalities.

Key Findings

Strong foundational knowledge, with some confusion about interpreting visual data representations like bar charts and line graphs.

Quiz summary

The "Data Analysis Quiz" responses show that participants possess a strong foundational understanding of data analysis concepts and tools. The majority correctly identified the primary purpose of data analysis as discovering useful information and making informed decisions, and they knew the Excel function to calculate average values is AVERAGE. Most participants correctly interpreted pie charts by examining the proportions of the slices and understood that the COUNTIF function in Excel is used to count cells meeting specific conditions. However, there was some confusion regarding the representation of bars in a bar chart and the interpretation of line graphs, with a few participants mistaking these for exact values or proportions rather than trends and changes over time. Overall, while participants show good knowledge of fundamental data analysis techniques, further emphasis on visual data interpretation could enhance their skills.

5. Image Editing on Canva

Importance

Core functionalities of Canva for graphic design.

Key Findings

Comprehensive understanding of Canva's features, with minor misconceptions about export formats.

Quiz summary

The "Image Editing on Canva Quiz" responses demonstrate that participants have a strong understanding of Canva's core functionalities and features. Almost all participants correctly identified Canva as an app for graphics and knew that registration can be done via the website or mobile. They were well aware of the tools available on Canva, such as cropping and resizing, and confirmed the ability to add shapes, icons, and special effects to images. Most participants also understood that Canva allows for collaboration, enabling multiple users to edit a design simultaneously. While there was a slight misconception about export formats, with some incorrectly mentioning Excel and Word, the majority correctly identified JPEG, PNG, and PDF as export options. Participants recognized that Canva can be used to create projects for social media and various materials like business cards, flyers, and posters. They also acknowledged the importance of deepening their knowledge through YouTube tutorials, although one participant considered it superfluous. Overall, the quiz results reflect a solid grasp of Canva's capabilities, with minor areas for clarification.

6. Mastering social media

Importance

Strategies and practices for effective social media usage.

Key Findings

Well-rounded knowledge of social media strategies and digital wellness practices.

Quiz summary

The "Mastering Social Media Quiz" responses show that participants have a comprehensive understanding of effective social media strategies and practices. All participants correctly identified visual consistency as a crucial strategy for maintaining recognition on social media and recognized Instagram for its emphasis on visual storytelling through photos and stories. They accurately pointed out Facebook as the platform for building communities through groups and LinkedIn for its focus on professional networking and job searching. Participants demonstrated a clear understanding of their digital footprint, defining it as the trail of data left by online activities. They also showed awareness of digital wellness practices, emphasising the importance of taking regular breaks, setting screen time limits, and promoting positive interactions online. Additionally, they recognized the three important elements of mindful communication as being clear, respectful, and considerate. Lastly, all participants correctly identified regularly changing passwords as a method to fortify security. Overall, the responses reflect a strong grasp of social media mastery, with

participants displaying well-rounded knowledge in various aspects of social media usage and digital wellness.

7. Video editing

Importance

Principles and tools for video editing.

Key Findings

Thorough understanding of video editing techniques and tools, recognizing the need for constant practice and continued learning.

Quiz summary

The "Video Editing Quiz" responses demonstrate that participants have a thorough understanding of video editing principles and tools. All participants correctly defined video editing as the creative process of manipulating and combining video clips and identified Adobe Premiere Pro, Final Cut Pro, and DaVinci Resolve as the most used software. They consistently recognized cutting and assembly as essential tools in video editing and affirmed the ability to use special effects, transitions, and colour grading in the editing process. Participants also acknowledged the necessity of exporting the video to a special format after editing and the capability to create marketing videos. Improving video editing skills was universally attributed to constant practice, and all participants agreed that deepening knowledge through YouTube tutorials is necessary. Overall, the responses reflect a comprehensive understanding of video editing techniques and the tools required to excel in this field.

8. Working and learning with Large Language Models (LLMs)

Importance

Understanding and utilising large language models (LLMs) like ChatGPT.

Key Findings

Solid grasp of LLM applications and challenges, with minor areas needing further clarification regarding effective prompt creation.

Quiz summary

The "Working and Learning with Large Language Models Mastery Quiz" responses indicate that participants have a sound understanding of fundamental concepts related to Large Language Models (LLMs). Most participants accurately identified that LLMs are primarily used for generating human-like text and understood the importance of 'prompt engineering' for guiding LLMs effectively. They recognized the innovative use of LLMs across various sectors and acknowledged critical thinking and assessment of information as crucial skills for effectively using LLMs. However, there were some misconceptions regarding the creation of effective prompts, with a few participants believing that making prompts as long as possible is beneficial. Additionally, while most participants identified accuracy and reliability issues as a significant challenge, a minority cited the need for constant internet connection or high electricity costs. The importance of continuous learning and adapting to new developments in the field was well understood, though a few participants mistakenly recommended avoiding new technology trends or sticking to one specialised AI tool. Overall, the quiz responses reflect a solid grasp of LLMs' applications and challenges, with minor areas needing further clarification.

9. Mastering video conferencing

Importance

Effective practices and tools for video conferencing.

Key Findings

Good understanding of video conferencing tools and etiquette, with some confusion about augmented reality features.

Quiz summary

The "Mastering Video Conferencing Quiz" responses indicate that participants have a good grasp of essential video conferencing practices and tools. Most participants correctly identified WhatsApp as not being a popular video conferencing tool and emphasised the importance of choosing a quiet, well-lit space to minimise distractions and enhance visibility. There was some confusion about the purpose of augmented reality in video conferencing, with a split between enhancing virtual backgrounds and creating immersive meeting environments. Participants uniformly understood the need to mute microphones when not speaking to minimise background noise and recognized screen sharing's primary purpose as presenting documents or slides. Cisco Webex was correctly identified as the platform known for its "Spaces" feature, and all participants correctly noted that a telescope is not a typical component of a

video conferencing setup. Lastly, fostering a culture of active listening and effective communication was consistently understood as avoiding interruptions. Overall, the quiz results reflect a strong understanding of video conferencing tools and etiquette, with minor areas for clarification regarding augmented reality features.

10. Mastering digital literacy for everyday life

Importance

Advanced digital literacy skills for MS Word and Excel.

Key Findings

Strong understanding of MS Word and Excel features, with comprehensive knowledge of practical application skills.

Quiz summary

The "Digital Literacy Quiz: MS Word and Excel" responses reflect that participants have a strong understanding of essential features and functions in MS Word and Excel. All participants acknowledged the importance of digital literacy for efficient communication and task execution. They correctly identified that creating PivotTables is not a feature of MS Word and demonstrated knowledge of quick copy-paste shortcuts using Ctrl + C and Ctrl + V. Most participants correctly recognized the primary function of the formula bar in Excel as entering and editing data or formulas, and correctly identified the SUM function for adding a range of cells. Participants consistently understood the purpose of conditional formatting in Excel to apply formatting based on specific conditions or values. Additionally, they noted that Large Language Models like ChatGPT can provide step-by-step instructions and troubleshooting tips for learning MS Word and Excel. The feature in MS Word that helps track changes made by different users was correctly identified as Track Changes, and participants recognized the common use of PivotTables in Excel for summarising and analysing large datasets. Lastly, they acknowledged that asking vague and general questions is not useful for querying LLMs effectively. Overall, the quiz results indicate a robust grasp of digital literacy concepts related to MS Word and Excel, with participants demonstrating comprehensive knowledge and practical application skills.

Conclusion

Overall, the quizzes reflect a strong understanding of digital literacy topics among adult learners, with participants demonstrating comprehensive knowledge and practical skills across various digital tools and concepts. However, ongoing education is necessary to address minor misconceptions and reinforce best practices in areas such as digital security, data interpretation, and effective use of large language models. These findings underscore the importance of continuous learning and adaptation in the ever-evolving digital landscape.

Future Directions

To further enhance the digital literacy skills of adult learners, there are several future directions that can be pursued.

Providing educational resources will address minor misconceptions and reinforce best practices, ensuring that learners have access to up-to-date and accurate information.

Offering targeted workshops can focus on areas needing further clarification, such as safe public Wi-Fi practices and effective prompt creation for LLMs, allowing learners to gain deeper insights and practical skills in these specific areas.

Developing more in-depth tutorials on data interpretation and advanced features of digital tools like Canva and Excel will help learners to advance their knowledge and application of these essential tools.

Additionally, fostering a community of learners will encourage engagement, allowing participants to share insights, ask questions, and support each other's learning journeys, creating a collaborative and supportive learning environment.